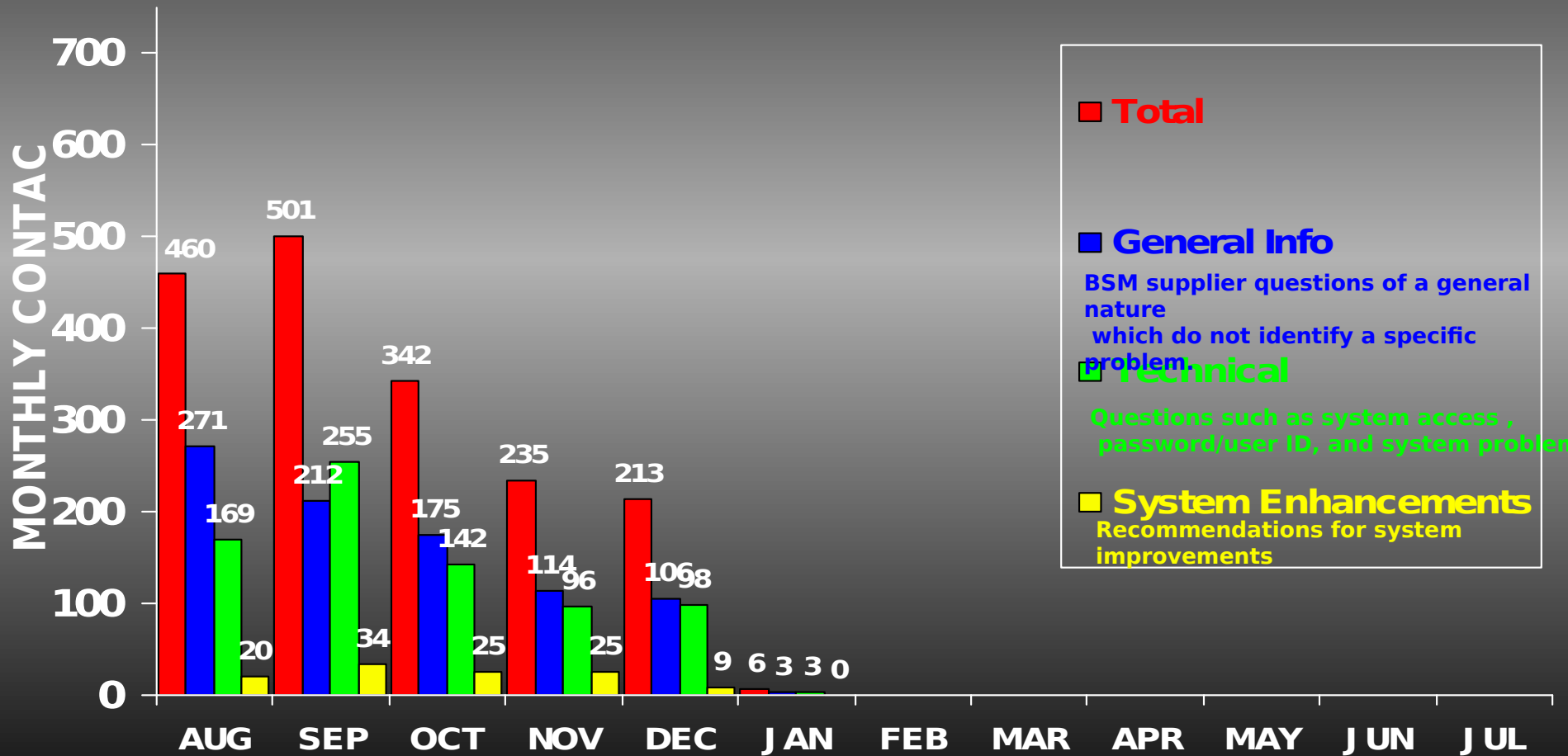




# SRweb RELATED CONTACTS

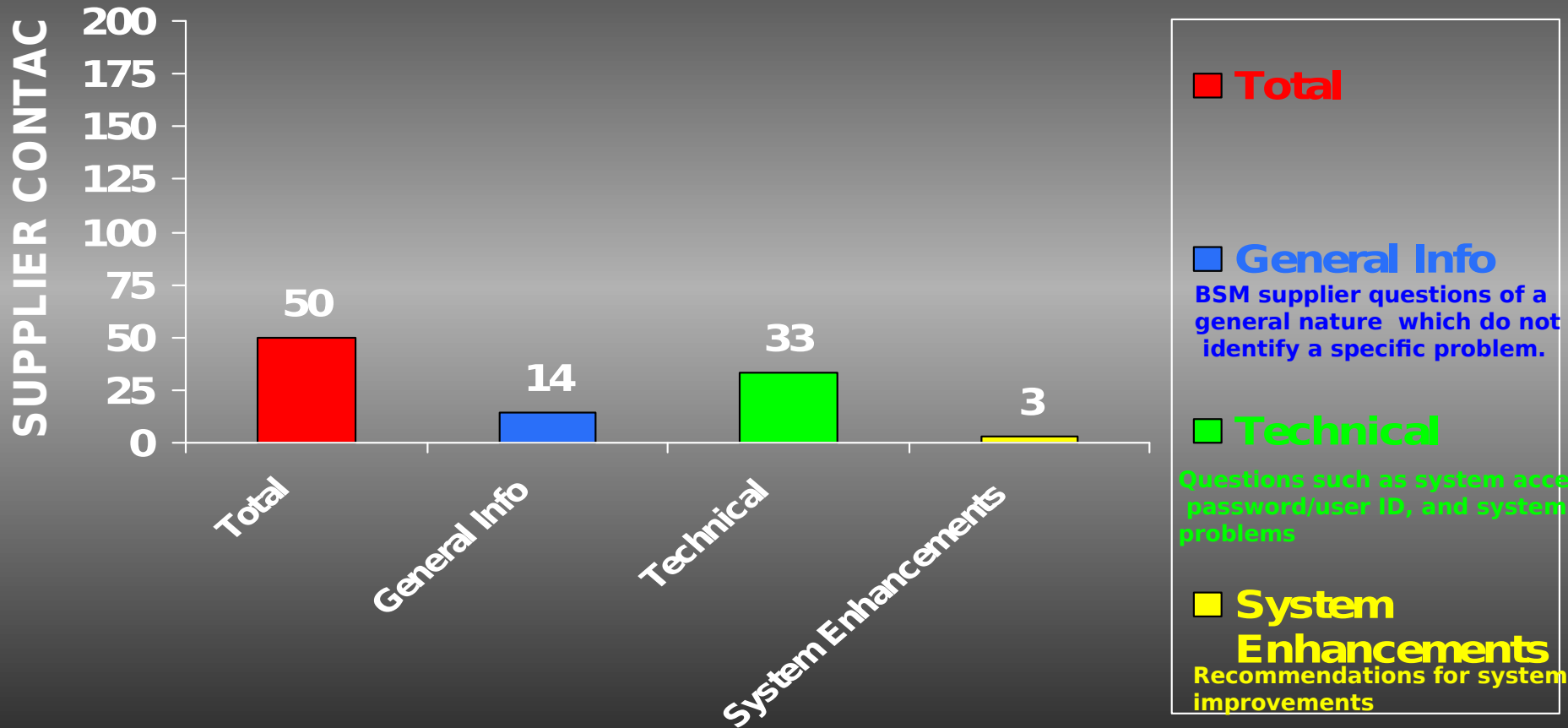
As of 02 JAN





# SRweb RELATED CONTACTS

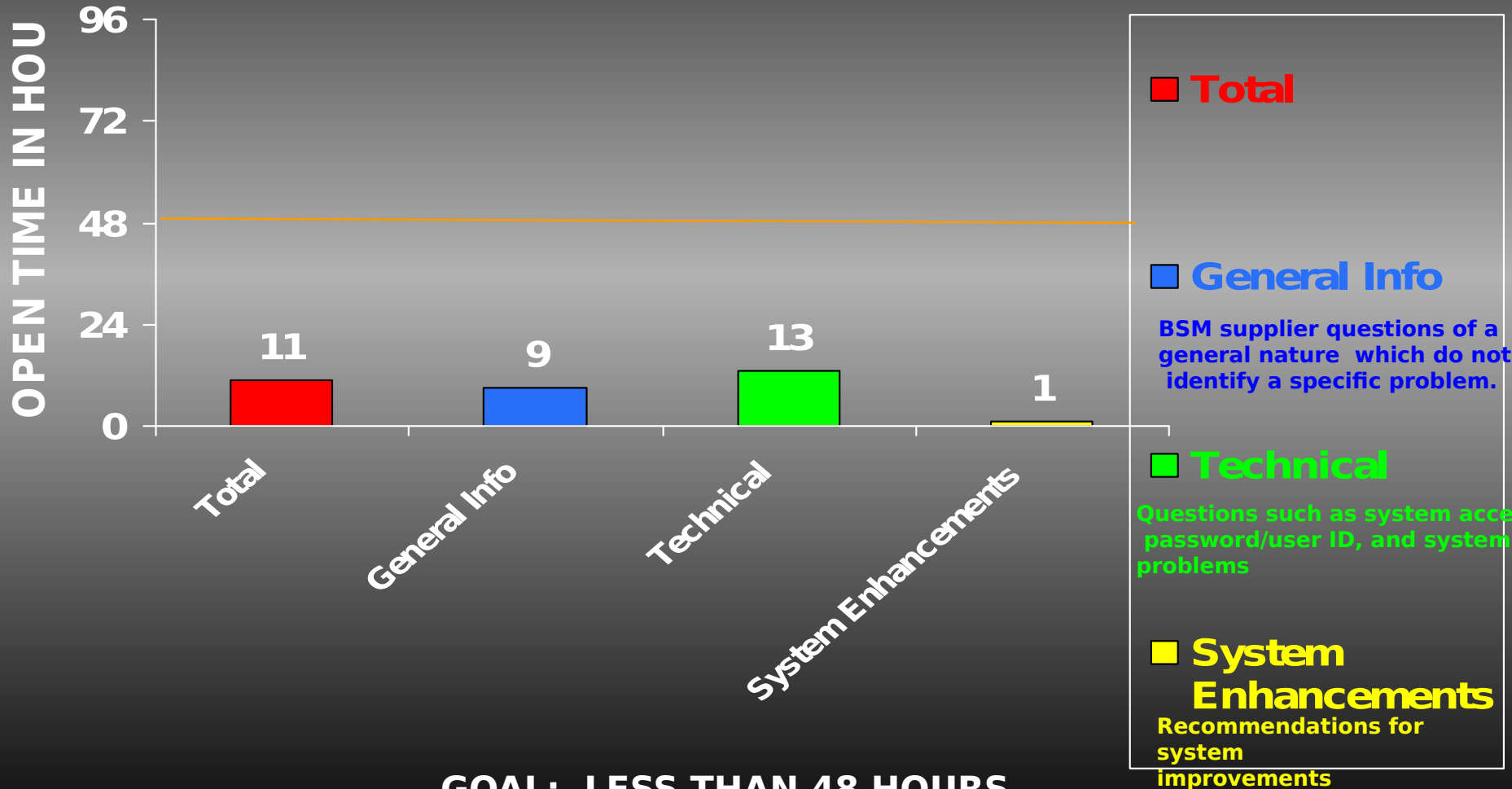
WEEK OF 27 Dec-02 JAN 03





# SRweb ISSUES

Average Resolution Time  
WEEK OF 27 Dec 02-02 JAN 03

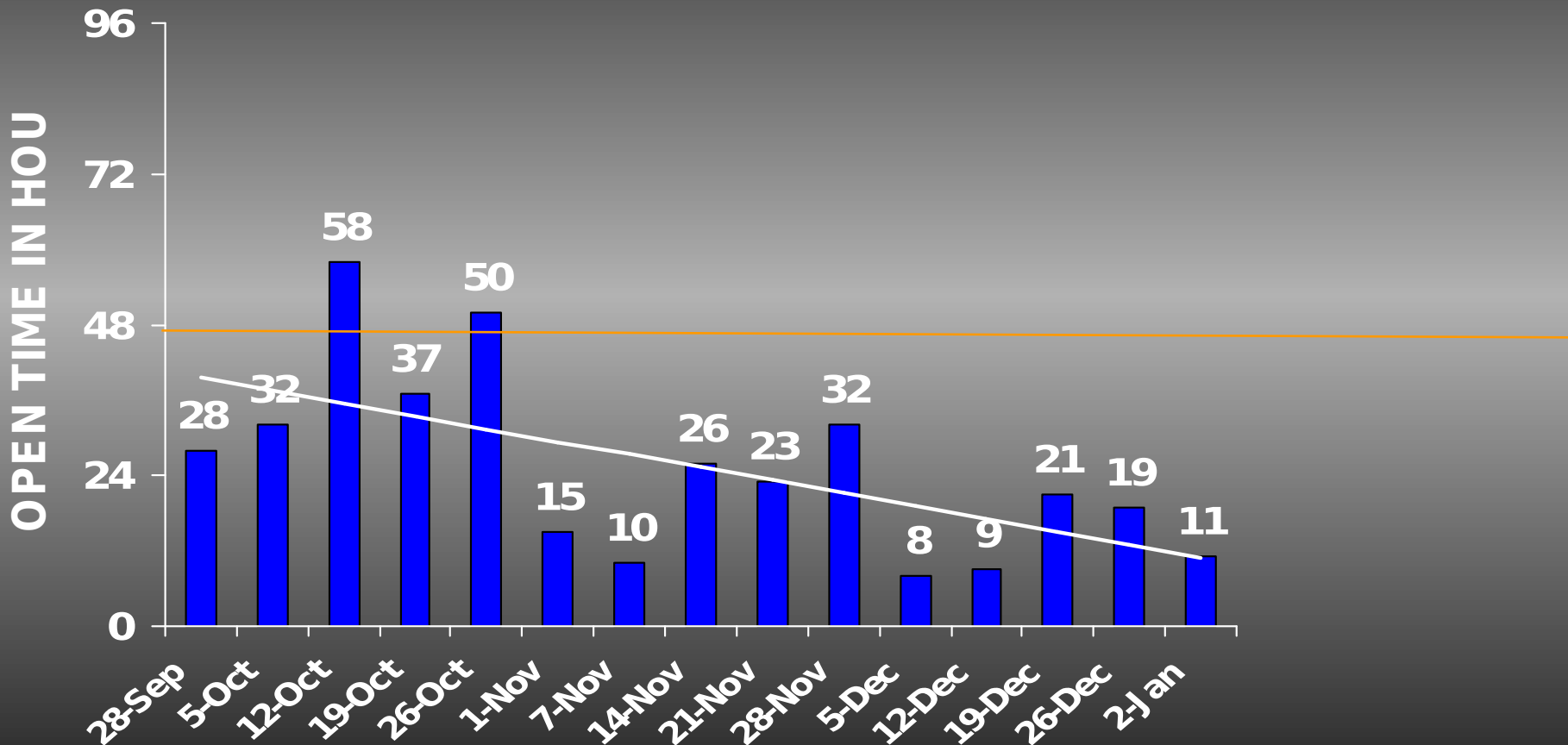


**GOAL: LESS THAN 48 HOURS**



# SRweb ISSUES

## Average Resolution Time (Trend)



**GOAL: LESS THAN 48 HOURS**